Charlotte Mecklenburg Police Department
Standard Operating Procedure (SOP) for the Real Time Crime Center

I.   PURPOSE

This procedure outlines the general responsibilities, duties, and job tasks of the department's Real Time Crime Center (RTCC) and its personnel. The RTCC will support Patrol and Investigative units by utilizing available technology and information systems to offer situational awareness to officers as they respond to various calls for service as well as investigative support during the initial investigation.

II.   POLICY

It is the policy of the RTCC to leverage technology to assist units, both patrol and investigations, during the initial stages of response and through the preliminary investigation of priority calls or events that are significant in nature. The RTCC also conducts proactive monitoring of available resources to aid in the prevention of crime and assessment of the deployment of additional resources.

III.   DUTIES, RESPONSIBILITIES, AND ACCOUNTABILITIES

   A.   Sergeant

        1.   The sergeant will provide overall leadership and supervision, maintaining discipline through coaching and counseling.

        2.   The sergeant will ensure that the goals of the unit are attained in an efficient and effective manner.

        3.   The sergeant will work to maintain a team philosophy and an open line of communication between the members of the unit as well as other divisions within the Police Department.

        4.   The sergeant will ensure compliance with and complete administrative duties as required by departmental rules, regulations, procedures, and directives.

        5.   The sergeant will evaluate callback requests by determining the number of detectives needed, if any, on a case by case basis and in accordance with unit call back protocols.

        6.   In the absence of the Captain, the sergeant may be given the authority to act as the Commander of the unit.

   B.   Detective

1. Detectives will possess/develop a strong understanding of available resources (primarily technological in nature) that can be utilized to impact crime, the ability to research what is needed within those resources, and the ability to communicate that information to units within the department who can best use the information in proactive enforcement and/or criminal investigative efforts.

2. Detectives will support priority calls for service and/or events that are significant in nature by conducting real time assessments of available technological resources. Detectives will determine the value of information and how that information should be disseminated.

3. Detectives will gain and maintain an overall understanding of significant crime trends across PD jurisdiction.

4. Detectives will conduct proactive monitoring of available technological resources and report relevant usable information derived from those resources in an accurate, timely, and ongoing manner to better enable PD to impact crime.

5. Detectives will work with Computer Technology Solutions and Crime Analysis as needed to maximize abilities and carry out system maintenance.

6. Detectives will maintain an open line of communication between the RTCC and other divisions within the Police Department.

IV. OPERATIONAL PROCEDURES

A. Monitor Calls for Service

1. Monitor for priority events

a. Switch to appropriate talk group;

b. Monitor call comments and related radio traffic;

c. Check assets/resources/databases;

d. Report any findings to responding/investigating officers.

2. Public Events and Large Crowds

Examples include sporting events, street festivals, outdoor concerts, etc. The RTCC will utilize available technological resources in the area of relevant events to look for suspicious activity leading up to and during the

event and report any activity as soon as possible/practicable to appropriate personnel.

B.   Monitor Cameras and ALPR's

1.   Based on crime trends, or requests, and, as time allows, detectives will monitor specific cameras during the course of their day.

2.   Detectives will periodically check for camera positioning as well as any needed camera maintenance. Detectives will notify the appropriate personnel of any malfunction.

3.   Detectives will monitor the ALPR system and address alerts that are initiated.

4.   Detectives will "Push" license plate numbers into the ALPR system when requested and when the request meets unit criteria.

5.   Periodically detectives will review the plate numbers that are "Pushed" to determine if the need to keep them in the system is still valid.

C.   Databases

1.   Databases will be used within the guidelines of departmental policy and federal, state, and local laws and regulations.

2.   Databases used include, but are not limited to, the following:

Lexis Nexis or other contracted informational databases

a.   KBCOPS

b.   CMPD Gang Database

c.   Pawn Shop Database

d.   NCIC

e.   Electronic Monitoring Database

f.   Moniker/Nickname Database

g.   Field Interview Database

h.   CJLEADS

i.　　　NCAWARE

　　　　　j.　　　ShotSpotter

　　　　　k.　　　COPLINK

　　　　　l.　　　ALPR

D.　　Call Back

A callback rotation will be in effect for response outside regular hours of operation and/or if additional staffing is needed during regular operating hours. The rotation and frequency of callback will be reflective of the number of personnel assigned to the center and the staffing levels during shifts. The on call supervisor will be responsible for determining whether a callback response is warranted and if so, assuring that detectives have been notified and are responding accordingly.

E.　　Scene Response

　　1.　　Unit members will respond to scenes as deemed necessary by the chain of command.

　　2.　　Additional detective(s) may respond to the RTCC if deemed necessary, and after normal hours.

　　3.　　While at the scene unit members may utilize the computer equipment at the scene or will act as a liaison between detectives handling the scene and detectives at the RTCC.

F.　　Follow-up and Pro-Active Investigations

　　1.　　Detectives may review historical data on the ALPR as requested by investigating officers and within unit criteria.

　　2.　　RTCC detectives will be mindful that the use and review of video recordings should be for a legitimate law enforcement purpose or one that involves possible civil liability for the City.

　　3.　　Detectives may assist investigating officers by instructing the requesting officer on the use of the systems.

　　4.　　Detectives may be tasked to assist during surveillance operations (i.e., for Vice, Gang).

a.　　A member from the requesting unit may respond to the RTCC for the actual surveillance.

　　　　b.　　RTCC detectives will assist the investigating officer by instructing the requesting officer on the use of the system.

　　　　c.　　RTCC detectives should remind the requesting officer that the cameras can only be used for law enforcement purposes.

　　G.　　Documentation

　　　　Detectives will document involvement in cases utilizing the unit approved database and departmental records management system.

　　H.　　Evidence Retention

　　　　1.　　Detectives will retain electronic evidence collected in accordance with State law and departmental policy.

　　　　2.　　Detectives will maintain a log that includes the complaint number and the officer retrieving the electronic evidence.

　　　　3.　　In cases that do not fit the criteria of being for a law enforcement purpose, or civil liability to the City/County, (i.e. civil matter for an automobile accident), the complainant must have a court order prior to any search/retention by a Detective.
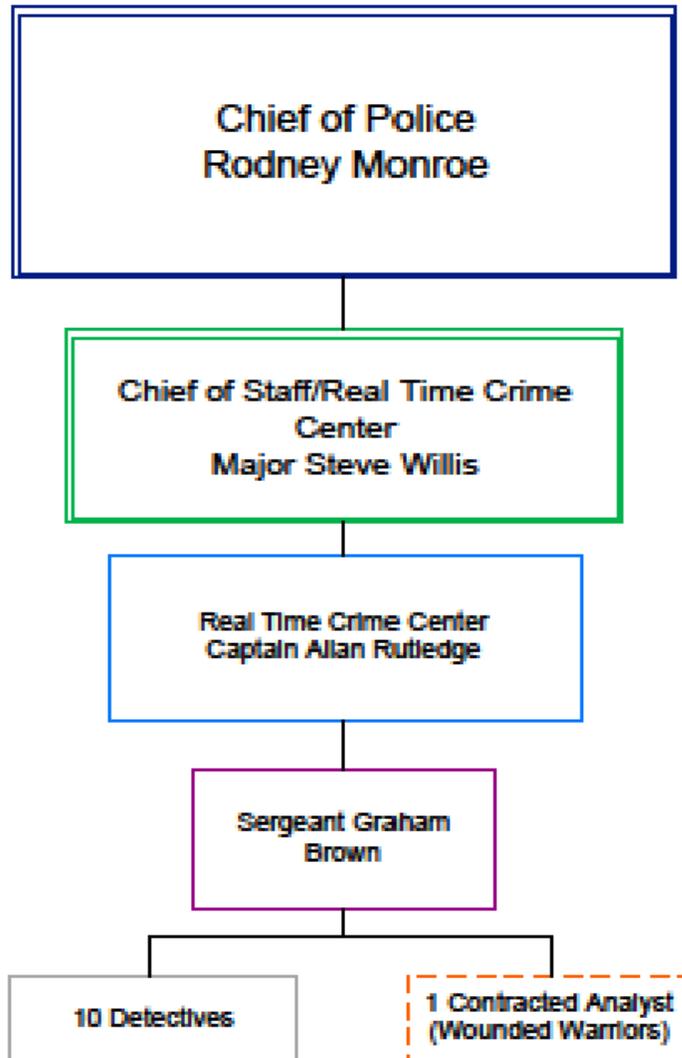
V.　　REFERENCES

800-001 Use of Public Records and Department Information
800-016 First Amendment Activities
Automated License Plate Reader SOP
CALEA

Charlotte Mecklenburg Police Department - RTCC Chain of Command

Charlotte-Mecklenburg Police Department
Real Time Crime Center Division

**Chief of Police
Rodney Monroe**

**Chief of Staff/Real Time Crime Center
Major Steve Willis**

**Real Time Crime Center
Captain Allan Rutledge**

Sergeant Graham Brown

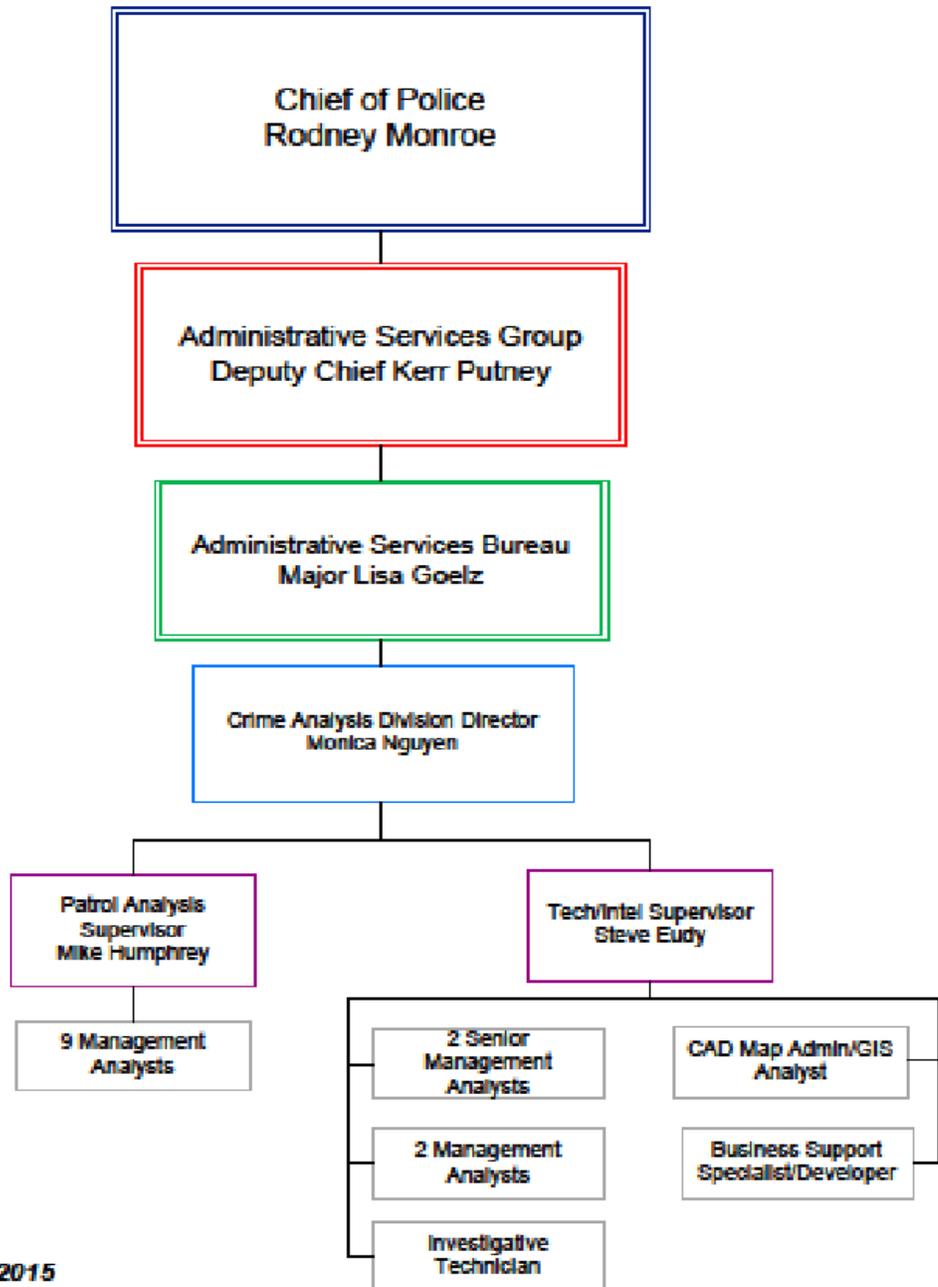**10 Detectives**

**1 Contracted Analyst
(Wounded Warriors)**

Effective April 15, 2015

Charlotte Mecklenburg Police Department - Crime Analysis Division Chain of Command

Charlotte-Mecklenburg Police Department
Crime Analysis Division

Chief of Police
Rodney Monroe

Administrative Services Group
Deputy Chief Kerr Putney

Administrative Services Bureau
Major Lisa Goelz

Crime Analysis Division Director
Monica Nguyen

Patrol Analysis Supervisor
Mike Humphrey

Tech/Intel Supervisor
Steve Eudy

9 Management Analysts

2 Senior Management Analysts

CAD Map Admin/GIS Analyst

2 Management Analysts

Business Support Specialist/Developer

Investigative Technician

Effective April 15, 2015